

Problem No	Source		Product Family	Product code
(Unique Tracking number) Such as Kimball Supplier CAR or FA Number	(Source of the Defect)			
	Customer reference	Quantity reported	Receive date	Quantity returned
D1 Team members (initials/name)		Serial Numbers		
Name of the Team Members				
D2 Description of problem			Assigned to	Effective Date
The problem description needs to be a concise answer to the question of who, what, where, when, and the magnitude of the nonconformity.				
			Customer notified	
D3 Interim Containment actions				
Containment is action taken to isolate a KEG manufacturing site from nonconforming material. Containment actions need to not create unwanted effects and should be immediate.				
			Customer notified	
D4 Define the root cause				
Root cause is to include escape root cause and root cause of the nonconformity. The root cause description is to identify all causes and explain why the nonconformity occurred, and why the nonconformity was not identified and contained within the manufacturing process (reason for escape).  The root cause shall be verified by testing each cause against the nonconformity description and test data.				
			Customer notified	
D5 Choose and verify permanent corrective actions				
The permanent Corrective Action(s) will resolve the problem for the KEG manufacturing site and not create any unwanted side effects.				
			Customer notified	
D6 Validate permanent corrective actions				
Factual data shall be used to prove that the permanent Corrective Action has eliminated the nonconformity. The data shall be provided with the Corrective Action document.				
			Customer notified	
D7 Prevent reoccurrence of the problem				
Systems, practices, and procedures need to be modified to prevent recurrence of this and all similar problems.				
			Customer notified	
D8 Congratulate the Team				
	<b>Initials</b>	<b>Date</b>	<b>Update</b>	<b>N / Y / NA</b>
SMCR Needed/Submitted			DFMEA/PFMEA	
SMCR Approved			Control plan(s)	
PPAP Required			Process Flow	
PPAP Approved			Inspection Criteria	
Concern closed. Customer			Work instruction(s)	
Concern closed. Internal			Procedure(s)	